

**Presentation by
Leader and Chief Executive
of Fenland District Council**

FDC Overview & Scrutiny
Meeting

10 October 2022

Sources of further information

Please click on the links below to access further information:

[Annual report 2021/22](#)

[Corporate Priority Reports already tabled at O&S Committee meetings](#)

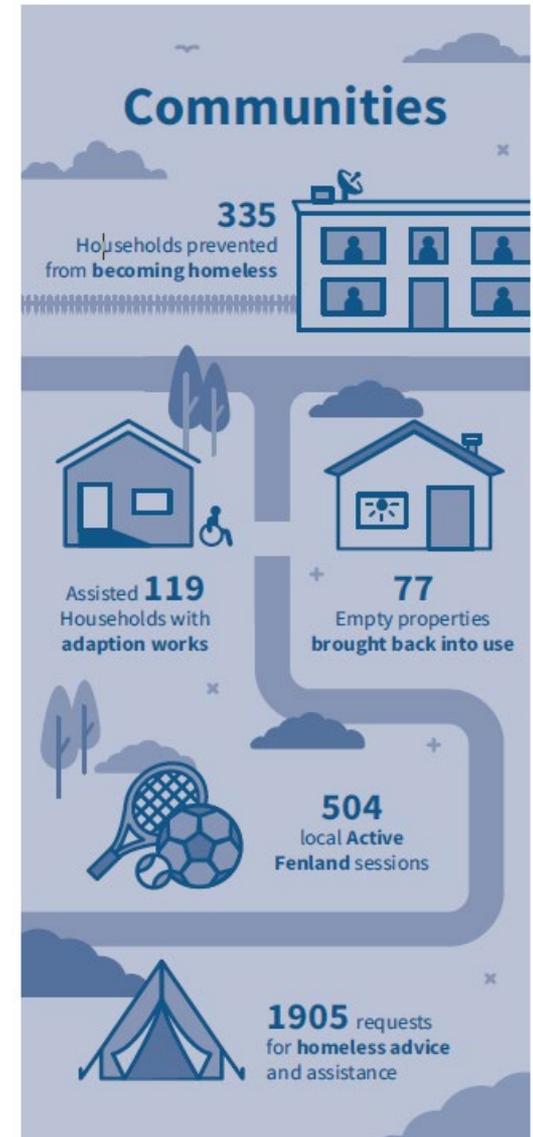
[Joint Portfolio Holder Reports tabled at Council Meetings](#)

Key Achievements & Performance 2021/22

Our Communities

Support vulnerable members of our community

- Since its launch in March 2020, our **Covid-19 Community Hub** has provided a lifeline to those most at risk during the outbreak by co-ordinating the support available from over **80 different organisations**. Since the Hub's launch, over **2,300 requests for support** have been received.
- Our Housing Options team received **1,905 requests for homeless advice and assistance**; 1,200 of these approaches were resolved through the advice provided. **335 households were prevented from becoming homeless**. Supported by our Housing Enforcement Policy, we issued a significant number of civil penalty notices to landlords choosing to flout regulations and legislation whilst continuing to support the increasing number of proactive landlords who request help from us to ensure their properties meet appropriate standards before being let.
- Through our Disabled Facilities Grants scheme, the Council provides **adaption works for elderly and disabled householders** to remain safe, secure and protected in their own homes. Last year **we assisted 119 households with adaption works**. These included the **installation of walk-in showers, stairlifts, ramped** access facilities and specialist equipment such as person hoists.
- The **14th annual Pride in Fenland awards** took place in November 2021 to celebrate the incredible contributions of unsung heroes from across the district. Organised by Fenland District Council and the Fenland Citizen newspaper, this year's online awards were **dedicated to those who went above and beyond during the pandemic**.

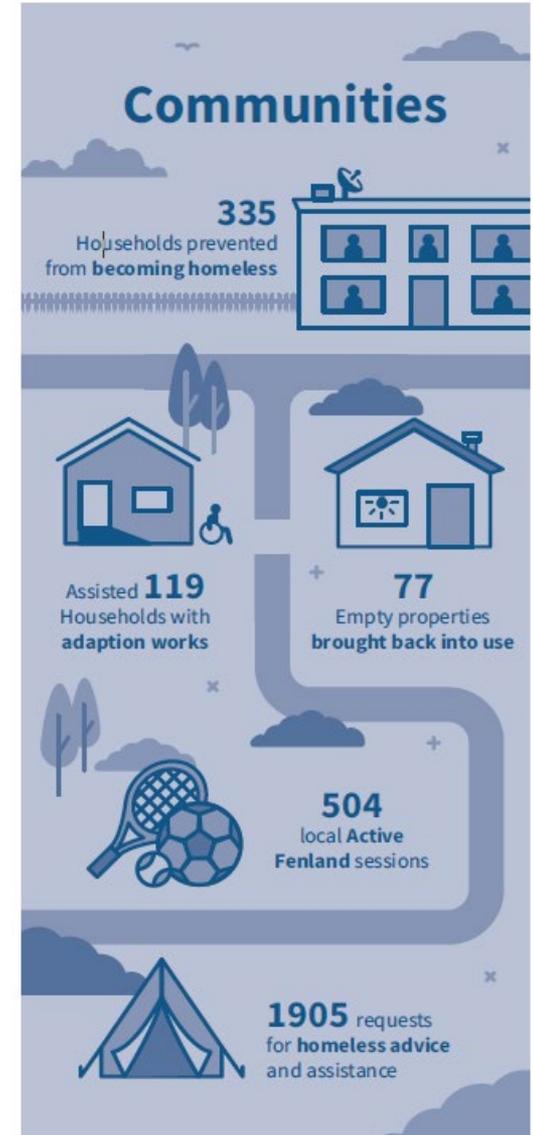


Key Achievements & Performance 2021/22

Our Communities

Support vulnerable members of our community

- The **Whittlesey Big Bash** took place on 12 September 2021 at Whittlesey Manor Leisure Centre. The Golden Age team and 17 partners took part in the event, with a **great turnout of over 200 people** visiting in the space of 2 hours.
- Throughout the ongoing pandemic and current increases in the costs of living, energy and fuel increases, we have continued to improve our performance for how swiftly we respond and pay any changes/new claims for **Council Tax Support and Housing Benefits**. The Anglia Revenues Partnership (ARP) have been proactive in processing the Government's Energy rebate scheme, with the five partner Councils scored as the top 4% in England, and amongst only 11 authorities, out of 308, who had paid 100% of their main scheme payments. Out of the 45 Councils in the East of England, ARP's 5 partners were the only Councils to have paid 100% of the main scheme payments by the end of June.
- As the terrible events in Ukraine unfolded in February 2022, we **pledged to provide support for Ukrainian refugees** as soon as the Government's extended safe routes opened. As part of the Cambridgeshire and Peterborough Ukraine Refugee Response group, we arranged for property checks to be undertaken at sponsors' homes, support sponsors to undertake the DBS process and developed a welcome pack with information about essential and local services.

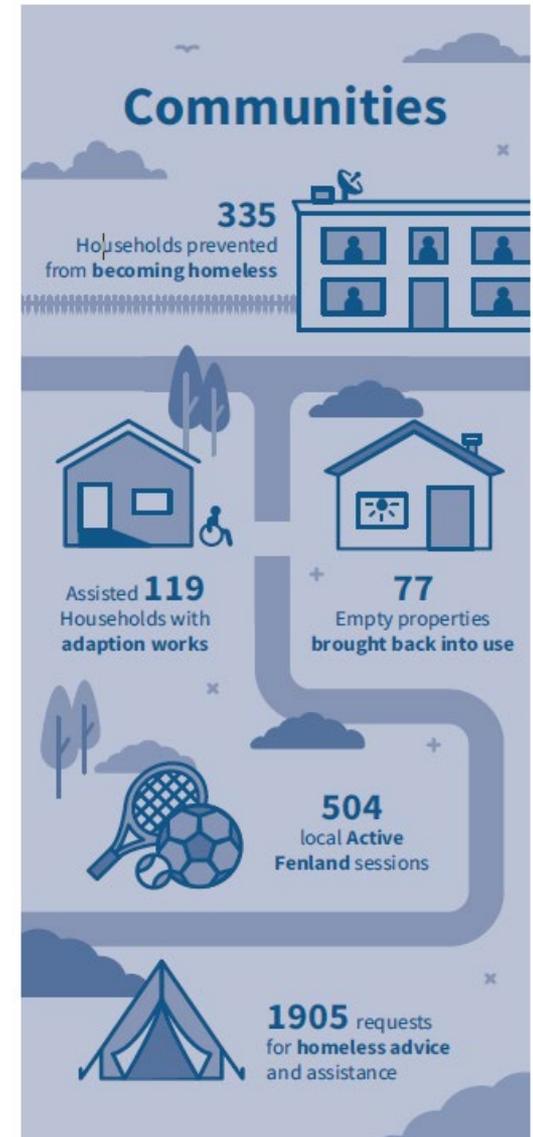


Key Achievements & Performance 2021/22

Our Communities

Promote health and wellbeing for all

- The Freedom team have worked exceptionally hard to encourage people back into Fenland's leisure centres following the pandemic. There has been considerable success with **growth in the Swimming Lesson programme** now at almost double the number of participants compared with pre-pandemic. Casual swimming and membership levels are back above 90% of the pre-pandemic levels.
- **Health and Wellbeing support** for Fenland residents continued to focus on **Covid-19**. Businesses were offered guidance surrounding Covid secure practices in the workplace, access testing for staff, risk assessments and wellbeing visits by public health staff to discuss vaccination concerns and broader issues such as long covid. We also continued to provide support for vaccination centres including agreeing locations, monitoring uptake and accessibility.
- The pandemic made clear to our community how important open spaces are to having a happy and healthy life. Together with our contractor Tivoli, we've **continued to provide excellent open spaces across Fenland**.

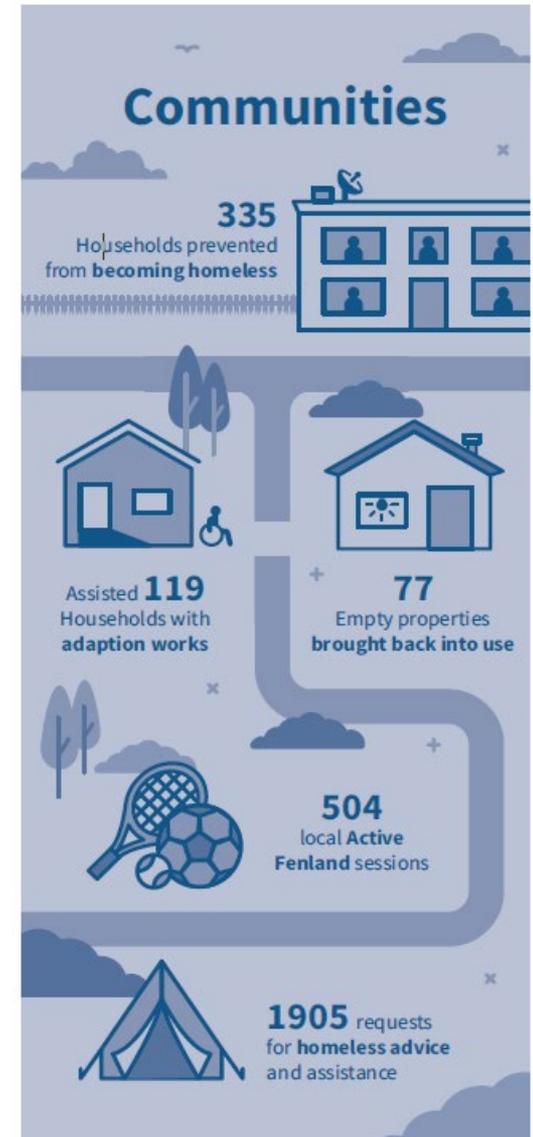


Key Achievements & Performance 2021/22

Our Communities

Work with partners to promote Fenland through culture & heritage

- Following financial support from Arts Council England, we have appointed an officer to **work with local cultural and creative organisations and individuals to develop an action plan to amplify creativity and cultural opportunities in Fenland**, raising the profile of the many activities already taking place.
- We worked hard to **support the community by promptly re-establishing Fenland's Four Seasons events** providing opportunities for businesses to trade again. Christmas Markets were delivered in Wisbech and March, followed by March St George's Fayre. This had a bumper turn out and received extremely positive feedback. We also made use of **Government Welcome Back funding to bolster re-opening of Fenland's high streets** through a series of additional pop-up events, business support, shop local marketing and town centre aesthetic improvements including floral displays and enhanced cleaning.



Key Achievements & Performance 2021/22

Our Communities

Performance

Performance	Target 2021/22	Performance
Total number of private rented homes where positive action has been taken to address safety issues	250	277
Proportion (%) of households presenting to the Council as homeless whose housing circumstances were resolved through Housing Options work	New PI	57%
Number of empty properties brought back into use	70	77
New Homes Bonus achieved as a result of bringing empty homes back into use	£50,000	£93,099
Number of Active Health local sessions per year that improve community health	225	504
Customer feedback across Freedom Leisure facilities in Fenland	90%	85%*

* Performance/service impacted by COVID-19 restrictions

Key Achievements & Performance 2021/22

Our Environment

Deliver a high performing refuse, recycling & street cleansing service

- Core services continued without issue this year with over **2.9million bin collections** made across the district. Customers continued to recycle their waste well, generating £475,000 of income to support services as a result. Customer satisfaction with our Refuse and Recycling and Garden Waste (Brown Bin) services remains high at 96% and 97% respectively. The Garden Waste service has continued to grow with subscriptions at an all-time high of over 23,000 in 2021/22.
- Our trained 'Getting It Sorted' volunteers supported **recycling in Fenland** with events, activities, education packs for schools to use, videos and online training courses. They also kept the Council's multi-lingual recycling website, www.gettingitsorted.org, up-to-date and regularly posted recycling messages on social media to help residents recycle right at home.
- Our Cleansing and Rapid Response team continued to provide the usual seven-day street sweeping, litter picking and fly-tipping removal service in our towns and villages. Last year they **responded to over 1,200 service requests**: 95% on the same or next day. Over **1,300 quality inspections** were made in areas of high footfall – 99% met cleansing standards first time.



Key Achievements & Performance 2021/22

Our Environment

Work with partners & the community on projects that improve the environment and our street scene

- As Covid restrictions gradually eased we continued to work with community environmental volunteering groups as permitted, with many smaller litter picks still able to take place. This year saw Gorefield Street Pride celebrate their 10th anniversary and a growth in Street Pride group numbers, now totalling 18. Over £37,000 was awarded to community groups living within the vicinity of wind turbines to improve their local environment. Projects included switching to LED lighting, solar powered mobile vehicle activated signs and enhancements to green spaces.
- Our Street Scene team spent 3,400 hours on patrol. They work closely with the community to help protect our environment with a focus on preventing fly-tipping, littering and dog fouling. Over the past year they have visited over 600 sites of reported fly-tipping to try and gather evidence that will help identify who's responsible. They investigated 241 reports of abandoned vehicles, undertook 352 dog related actions (including speaking to dog owners, refreshing signs in reported areas for dog fouling and working with the Green Dog Walkers volunteers), made 3015 memorial safety inspections and investigated 137 matters relating to litter.



Key Achievements & Performance 2021/22

Our Environment

Work with partners to help keep people safe in their neighbourhoods by reducing crime & anti-social behaviours & promoting social cohesion

- Our **shared CCTV service** with Peterborough City Council has largely maintained its 100% service function 24 hours a day, 365 days a year. There have been some instances where individual cameras were out of action. In such circumstances every effort was made to re-commission them as soon as possible. The service conducted **over 6,000 pro-active camera patrols**, **detected over 1,000 incidents of crime and disorder across the district** and supported our policing partners to make **86 arrests** for offences, helping to make the district safer.
- Working with internal and external partners, our Community Safety team have been involved in the **investigation of 211 reports of anti-social behaviour**, nuisance and other quality of life concerns. Examples include youth anti-social behaviour and crime in Wisbech and Chatteris, vehicle related nuisance in a public car park in Chatteris and concerns linked to highway obstruction and hoarding in Wisbech. The team is also part of the Fenland Community Safety Partnership, which have undertaken projects raising awareness of illegal money lending, loan sharks, domestic abuse and coercive control, modern day slavery, child exploitation and road safety. As well as engaging the community, training sessions were delivered to support the development of frontline professionals who work within the Fenland community surrounding domestic abuse, hate crime, cybercrime and substance abuse.



Key Achievements & Performance 2021/22

Our Environment

Performance

Performance	Target 2021/22	Performance
Rapid or Village Response requests actioned the same or next day	90%	95%
% of inspected streets meeting our cleansing standards (including graffiti and flyposting)	93%	99%
% of collected household waste recycled through the Blue Bin service	28%	28%
Customer satisfaction with Refuse and Recycling services	90%	96%
Customer satisfaction with Garden Waste service	85%	97%
Number of Street Pride, Green Dog Walkers and Friends of Community environmental events supported	204	191*
% of local businesses who thought they were supported and treated fairly	90%	100%
% of those asked who are satisfied with Fenland District Council's events	90%	N/A

* The number of events held is significantly less than in previous years due to the pandemic. Restrictions were in place at the beginning of April 2021 which either prohibited groups meeting at all or meant that only groups of 6 or 30 volunteers could meet.

Key Achievements & Performance 2021/22

Our Economy

Attract new businesses, jobs & opportunities whilst supporting our existing businesses in Fenland

- Our Finance and Business teams worked together to distribute **£7.094million in Government coronavirus business grants** in 2021/22. These have been paid to help businesses impacted by trading restrictions and the emerging Omicron variant. During this period over **1,300 grant payments** were made.
- We continued to **support businesses with COVID-19 guidance**, including reducing the risk of infection spreading in the workplace and compliance with the NHS COVID Pass regulations introduced in December 2021.
- **Following the closure of major employer** Alan Bartlett and Sons in Chatteris in June 2021, our Economic Growth team worked to ensure the site was reoccupied as soon as possible.
- Our **Economic Growth Strategic Refresh** was approved by Cabinet in February. This sets out how our Economic Growth team, partners and wider Council teams will support local businesses to grow, local people to start a business and other businesses to relocate to the area. The **Start & Grow programme** is also underway, estimated to deliver around **£650,000 worth of business support and grants into Fenland** through a number of sources. The programme will run until July 2022.
- In December 2021, the Government released details of an **additional relief (CARF) for businesses** which had suffered as a result of the pandemic but had not received any other financial assistance through other COVID related relief schemes. £1.9m of funds were issued to FDC in 2022 and we are one of only a few authorities who have allocated 100% of this fund to our local businesses.



Key Achievements & Performance 2021/22

Our Economy

Promote & enable housing growth, economic growth & regeneration across Fenland

- Our **Planning team determined over 750 planning applications** - between 72% and 92% of these were decided on time, depending on application type. Our team dealt with nearly 900 other types of application (e.g. discharge of condition, general enquiries, pre-application and licensing requests) in addition to 'traditional' planning applications. **We investigated and resolved 218 cases of unauthorised development** reported to us.
- Work continues on projects outlined in our **Growing Fenland masterplans**, part of the CPCA's (Cambridgeshire and Peterborough Combined Authority) strategic Market Town Masterplans, including:
 - Installation of interactive highways flooding signs in Whittlesey
 - Progress on the Whittlesey Heritage Walk
 - Improvements to Wisbech Market Place
 - Funding for local skills development in Chatteris
 - Match funding to progress the March Future High Streets Fund project
- Work continues on the £8.4million **March Future High Streets Fund** project, funded by the Government and the CPCA. Together with the March Area Transport Study (MATS), the project will transform March town centre through pedestrian, public realm and traffic flow changes to the Broad Street, Riverside and Market Place areas.



Key Achievements & Performance 2021/22

Our Economy

Promote & enable housing growth, economic growth & regeneration across Fenland

- Our **Wisbech High Street Project**, funded by the National Lottery Heritage Fund, continues to make progress. Highlights from 2021/22 include:
 - Major regeneration works completed at 13-17 High Street with grant funding
 - Extensive repairs carried out at 18 High Street with grant funding
 - Series of free online traditional construction and heritage skills training sessions launched
 - Local heritage book, 'Lost Images of Wisbech' published

Promote & lobby for infrastructure improvements across the district

- Supported by CPCA funding, work continues to improve **transport connectivity in Fenland**. Progress is being made on the:
 - £32million Kings Dyke Crossing Project, due to open by the end of 2022
 - £25million A47 Guyhirn roundabout
 - Fenland Railway Station Masterplans project, aiming to improve stations at March, Manea and Whittlesey and provide better railways for Fenland
 - March Area Transport Study (MATS) infrastructure improvements



Key Achievements & Performance 2021/22

Our Economy

Performance

Performance	Target 2021/22	Performance
% of major planning applications determined in 13 weeks (or with extension of time)	75%	92%
% of minor applications determined in 8 weeks (or with extension of time)	80%	72%*
% of other applications determined in 8 weeks (or with extension of time)	90%	84%*
% occupancy of our Business Premises estate	92%	91%**
% occupancy Wisbech Yacht Harbour	85%	94%
Number of local businesses supported and treated fairly	90%	100%

* The reduced performance was as a result of rising workloads and resource challenges. It should be noted that performance remains above the national performance target of 70%

** Business unit occupancy has fluctuated during Covid. However, as we emerge from Covid we continue to see a steady uptake in occupancy.

Key Achievements & Performance 2021/22

Quality Organisation

- We **collected over £61million in Council Tax and £21million in Business Rates**. This plays a major part in funding the key services we provide to the community.
- Our My Fenland team has been transformed, bringing together **5 admin services and 29 members of staff** have new roles, including the development of technical officer roles to answer specialised, more detailed queries. In addition to the team answering more than **63,000 phone calls and resolving 99.5% of customer queries at first point of call**, the transformation team have also **completed 136 process mapping tasks**, including redesigning 33 processes. These benefit either the staff, our customers, or both. We have had **15,450 payments** made via PayPoint, with over £1.84m in payments.
- Our website received **849,000 hits** and a record number of **23,000 online form submissions** across 48 different topics. As part of our ongoing work to improve our digital services and user journeys, we launched a suite of improved online forms. Our **new missed bin and environmental service request forms** (covering issues including dog fouling, fly-tipping, litter, abandoned vehicles and graffiti) are now easier to use and automatically transfer information received directly to teams on the ground and into back-office systems. Six new online forms have also been developed as part of our licensing service, enabling residents to be able to complete new tasks online including applying for a taxi license and premises licence.



Key Achievements & Performance 2021/22

Quality Organisation

- Our **Social Media** channels remain popular, with **8,768 Twitter followers and 5,800 Facebook followers**. Over the past year we have used our social media channels to quickly publicise and signpost the latest Covid information, including changing restrictions and availability of business grants and support. We have also increased our use of video on our social media channels to develop our online engagement with residents.
- The Licensing team **issued 461 licenses** for a variety of services including Taxi, Premises, Alcohol, Scrap Metal and Animal Licensing, to help ensure such businesses are well managed and operating safely and legally. They also worked closely with partners during the pandemic through a variety of channels to support businesses to operate safely and take enforcement action when required.
- We **consulted with residents, stakeholders and partners about a wide range of topics** to help us understand local people's priorities and shape our service. Consultations included the concept of a Broad Concept Plan to shape future development in West March, development of a heritage walk in Whittlesey, plans for a new Community Hub in Wisbech Park and improvements to cycling, walking and mobility access across the district.



Key Achievements & Performance 2021/22

Quality Organisation

- **We were reaccredited with the Customer Service Excellence (CSE) award** last year. This is a Government standard that recognises the high quality, customer focused services that we provide. The independent assessor said the Council had continued to meet the 'gold standard' for customer service delivery and that our ongoing transformation programme is clearly delivering significant benefits to customers.
- As Covid restrictions started to lift, our **Environmental Health** team focused their Public Health role to support the Covid vaccination programme reaching communities, including the more vulnerable.
- As businesses could get back to normal, we supported the registration of new food businesses and supported existing food businesses through **delivery of the food standards agency recovery plan**, by visiting, supporting, and risk assessing all of Fenland's high risk food premises. All Environmental Permitted sites were also visited and new operators supported through the application process. In addition, all skin piercing businesses – including tattooing, acupuncture, botox and eyebrow blading – were inspected and licensed. The team continues to deal with a wide range of statutory nuisance and public health issues, from noise and pest control to infectious diseases.



Key Achievements & Performance 2021/22

Quality Organisation

Performance

Performance	Target 2021/22	Performance
% of customer queries resolved at the first point of contact	85%	99.5%
% of customers satisfied by our service	90%	91.3%
% of contact centre calls answered within 20 seconds	46.5%	30.45%*
% of contact centre calls handled	80%	75.94%**
Days taken to process Council Tax Support new claims and changes	8.0 days	5.6 days
% of Council tax collected	96.77%	96.7%
Council Tax net collection fund receipts	£61,172,317	£61,692,720
% of NNDR Collected	97.25%	96.04%***
NNDR net collection fund receipts	£18,341,776	£22,579,308
Number of visits to our website	825,000	849,000

*The dip in performance was anticipated due to the implementation of a major change initiative resulting in a new structure with new job roles, more efficient processes and more effective use of technology. The Team were also adversely affected by the COVID pandemic as this resulted in higher than predicted call volumes but also an increase in staff absence due to Covid. The new working practices are now well established and performance is consistently improving.

**Performance in relation to the percentage of contact centre calls handled was achieved within 5% of the target figure, which is testament to the hard work of the team when dealing with both the direct impact (in terms of staff absence) and indirect impact (in relation to higher than predicted call volumes) of the COVID pandemic.

*** Whilst the NNDR Collection fund continues to meet targets, the in-year collection rate is below target due to the backdated large assessment which created a large debt to be collected within the last quarter of the year.

Council for the Future

Our Cabinet members have selected a number of projects to contribute towards our 'Council for the Future' agenda.

These projects have a variety of aims; from tackling areas of particular need within Fenland, to sustainably transforming services and our organisation to be fit for the future.

Although these are influenced by external factors, the aim is to have a programme of projects completed by the end of the current Council leadership term in 2023.

Projects vary in scope and complexity, with some requiring close partnership working with external organisations and changes in policies before their aims can be delivered.

The projects are listed over the next few slides.

Council for the Future

Modernising council services Councillor Steve Tierney

- 1 Over 63,000 answered phone calls to contact centre and 99.5% of customer queries resolved at first point of contact in 2021.
- 2 Our My Fenland team has transformed, bringing together 5 admin services, 29 staff have new roles, including technical officers to answer more detailed queries.
- 3 Our Transformation team have completed 136 process maps, including redesigning 333 processes. These benefit either staff, our customers or both.

Safer homes for tenants Councillor Samantha Hoy

- 1 277 properties where positive action from the team helped resolve issues.
- 2 £122,252 fines given to landlords not complying with housing and safety legislation.
- 3 Proactive support given to tackle Covid regulations in HMO (Houses of Multiple Occupation) accommodation.

CCTV service Councillor Steve Count

- 1 Business continuity maintained 24/7, 365 days a year, for the CCTV service during the pandemic.
- 2 1,233 incidents captured on CCTV to support police outcomes, leading to 105 arrests being made.
- 3 4,633 (13 per day) pro-active camera controls completed, supporting early detection of community issues and crime reduction.

Planning for the future Councillor Dee Laws

- 1 Completion of "call for sites" appraisal to inform consultation on the Local Plan in 2022/23.
- 2 Development of Local Plan Policies to inform Local Plan consultation in 2022/23.
- 3 Development of the evidence base to inform Local Plan consultation in 2022/23.

Council for the Future

Better online services Councillor Steve Tierney

- 1 Launch back-office integrated Missed Bins and Environmental Service requests forms, enabling real-time notifications of issues and reducing processing time.
- 2 New Digital Journeys back office integrated forms launched for 17 licensing processes, enabling residents to apply for certain Taxi and Premises licenses online for the first time.
- 3 1,300 successful Covid business grant applications were made through our online forms resulting in over £7million of payments made to local businesses.

Clamping down on poor parking Councillor Jan French

- 1 Completed on-street site surveys of all existing Traffic Regulation Orders in the district. This will identify works needed surrounding sign and line discrepancies.
- 2 Working with Cambridgeshire County Council, we have prepared a draft application for the Department of Transport for the implementation of Civil Parking Enforcement.
- 3 We wrote to all statutory consultees to find out any comments or objections in relation to the above draft application. Responses will inform the final application.

Competitive trade waste service Councillor Peter Murphy

- 1 Modernisation of the service by introducing the 'Bartec' system to manage invoicing and collection schedules. Ensuring all collections are recorded accurately for invoicing, which is produced automatically via a direct connection with the finance system.
- 2 50 new customers joined our service from other providers.
- 3 Increased income year on year; income in 2021/22 was £369,000 – up 12% from 2019/20.

Bringing empty homes back into use Councillor Samantha Hoy

- 1 Implementation of new empty homes premium suspension scheme to encourage homes back into use. 8 suspensions awarded since September 2021 with 2 renovations completed, bringing properties back into use, and 2 due to complete by the end of May 2022.
- 2 77 homes brought back into use.
- 3 £93,099 benefit from New Homes Bonus.

Council for the Future

Protecting our environment Councillors Peter Murphy and Samantha Hoy

- 1 Successfully prosecuted a dark smoke offence and resolved a contaminated land incident caused by a leaking oil tank.
- 2 720 cleansing inspections undertaken to audit the cleanliness of the district.
- 3 Undertook 14 interviews under Caution with individuals who we believe may help us/have been responsible for fly-tipped waste. Issued 12 Fixed Penalty Notices for Fly-tipping or Duty of Care offences (allowing fly-tipping to happen).

Better railways for Fenland Councillor Chris Seaton

- 1 The Platform 1 building project at March Station is complete. This has redeveloped the entire station to create an open-plan ticket hall and waiting area, accessible modern toilet facilities and retail outlets.
- 2 Significant progress has been made on the construction of a car park for Manea Station.
- 3 The existing car park refurbishment and extension at March Station is complete.

Healthy You Councillors Sam Clark

- 1 Re-start, continuation and new launches of Active Fenland sessions post lockdowns and Covid-19 restrictions. Fifteen different programmes in total.
- 2 Creation and delivery of two multi-day social media campaigns as a digital offer for health and wellbeing providing key national messages and resources.
- 3 Delivery of healthy eating workshops by Active Fenland across Key Stage 1&2 as part of Health and Wellbeing school days in various Fenland primary schools.

A more commercial outlook Councillors Chris Boden, Ian Benney & Steve Tierney

- 1 Received a full year's rent (£230,000) from the Wisbech property investment acquired in March 2021.
- 2 Progress being made towards gaining outline planning permission for two Council owned development sites.
- 3 Strategically purchased a property in March to support the Council's commercial investment strategy.

Year to date (2022/23)

Our Communities

Highlights

- We continue to work with local landlords to **improve housing conditions and management standards**. As part of this work, the Council has inspected over 50 properties through the **Homes for Ukraine** scheme as well as investigating over 60 complaints from tenants occupying private rented accommodation. Improvement notices were served where appropriate (3 to date) as well as notices of intent to fine landlords or serve Civil Penalty Notices.
- **Long-term empty homes continue to be brought back into use** to help address the district's housing needs. 21 homes have been brought back into use to the end for July 2022.
- Active Fenland is facilitating **wellbeing walks** in local open spaces with the help of volunteer walk leaders and funding from the Integrated Care Service (ICS).
- Local partners have worked together to create the **Joint Cambridgeshire & Peterborough Overarching Health and Wellbeing Strategy 2022-2030** which will help to inform the ambitions for the local Integrated Care Service (ICS). To find out more about the strategy visit the [Joint Health and Wellbeing Integrated Care Strategy feedback page](#).

Year to date (2022/23)

Our Communities

Performance

Key PIs:

Key PI	Description	Baseline	Target 22/23	Cumulative Performance	Variance (RAG)
CELP1	Total number of private rented homes where positive action has been taken to address safety issues	277	250	111	
CELP2	NEW INDICATOR The proportion (%) of households presenting to the Council as homeless whose housing circumstances were resolved through Housing options work (%)	57%	57%	48%	
CELP3	Number of empty properties brought back into use	77	50	21	
CELP4	Amount of New Homes Bonus achieved as a result of bringing empty homes back into use	£93,099	£45,000	N/A (December 22)	N/A
CELP6	Number of Active Health local sessions per year that improve community health	504	500	90 (May)	
CELP19	Satisfaction with our leisure centres (Net Promoter Score)	85%	85%		
CELP20	Value of Arts Council Grants achieved in Fenland	N/A	£40,000		

Key:

	Within 5% of target
	5-10% below target
	10% or more below target

Comments:

The proportion of households presenting to the Council as homeless whose housing circumstances were resolved through Housing Options work is currently 48% (up to end of July 2022). (80 preventions divided by 166 prevention and relief duties owed). This KPI is moving in the right direction with a month on month increase since April 2022. We have also successfully recruited a new member to the housing options team which is helping to improve performance.

Year to date (2022/23)

Our Environment

Highlights

- The Council continues to attend to incidents of **fly tipping** in the district, issuing fixed penalty notices where evidence of a potential source can be found. To date, 97% of incidents have been responded to on the same or next day.
- There are now 615 customers using the council's **Trade Waste Service** and the income from this scheme is up by 22% on last year (£270,000 to the end of August 2022).
- The Council continues to take steps to introduce **Civil Parking Enforcement (CPE)** across the district and a number of background surveys have already taken place. A potential shared service agreement with neighbouring authorities will be explored as part of the work. It is expected that the CPE designation order will be brought into effect in early 2024.
- The **CCTV shared service** is maintaining its 100% service function across a 24/7 period. There have been some instances where individual cameras were out of action. In such circumstances every effort was made to re-commission them as soon as possible. Since 1 April 2022, the service has enabled responses to 522 incidents across our 4 market towns, leading to 37 arrests.

Year to date (2022/23)

Our Environment

Performance

Key PIs:

Key PI	Description	Baseline	Target 22/23	Cumulative Performance	Variance (RAG)
CELP8	Rapid or Village Response requests actioned the same or next day	95%	90%	97%	
CELP9	% of inspected streets meeting our cleansing standards (including graffiti and flyposting)	99%	93%	100%	
CELP10	% of household waste recycled through the blue bin service (1 month in arrears)	27.5%	28%	27%	
CELP11	Customer satisfaction with refuse and recycling services	96.3%	90%		
CELP12	Customer satisfaction with our garden waste service	98.75%	85%		
CELP13	Number of Street Pride, Green Dog Walkers, and Friends Of community environmental events supported	191	204	90	
CELP14	% of those asked who are satisfied with events	97%	96%	97.5%	

Key:

	Within 5% of target
	5-10% below target
	10% or more below target

Comments

Year to date (2022/23)

Our Economy

Highlights

- The Council continues to **review its asset base**, with sites being disposed of, if appropriate, to provide an additional income for the Council.
- The draft **Local Plan** is currently out for public consultation, which will close on 19 October 2022. A revised plan will be presented to Council in the spring of 2023.
- Improvements to **March railway station** are now complete with the official opening event taking place in May 2022. **Manea railway station** works are almost complete and the official opening will take place in the autumn. Work is ongoing to explore a way forward for **Whittlesea Railway station**, including producing a second strategic outline business case (SOBC), due for completion in September 2022. Proposals for an OBC stage are being discussed with the CPCA including the potential for funding.
- The Council continues to **engage with local businesses**, offering advice on upskilling staff, engaging with local and national business programmes and accessing additional funding.
- **The Boathouse and South Fens Business Centre** continue to offer office space and conference facilities for local businesses with 95.8% and 71% occupancy respectively.

Year to date (2022/23)

Our Economy

Performance

Key PIs:

Key PI	Description	Baseline	Target 21/22	Cumulative Performance	Variance (RAG)
CELP15	% of major planning applications determined in 13 weeks (or within extension of time)	92%	70%	79%	Green
CELP16	% of minor planning applications determined in 8 weeks (or within extension of time)	72%	70%	58%	Red
CELP17	% of other planning applications determined in 8 weeks (or within extension of time)	84%	80%	81%	Green
EGA1	% occupancy of our business estates	91.2%	92%	94.4%	Green
MS1	% occupancy of Wisbech Yacht Harbour (85 berths)	94%	95%	94%	Green
CELP18	% of businesses who said they were supported and treated fairly	100%	96%	100%	Green

Key:

Green	Within 5% of target
Yellow	5-10% below target
Red	10% or more below target



Comments

The performance in relation to minor applications is of concern having slipped further since the previous month. The service is continuing to be impacted on by recent staff turnover (including agency staff) and the legacy of high caseloads. Recruitment is underway for the vacant posts which included for the new Principal post and the change of a Senior post from part time to full time. In relation to the Government's 24 month 'rolling tracker' of performance we are exceeding the target as we are achieving 90% on Major applications and 83% on Minor applications. The current poor performance on minors will eventually filter through into the 'rolling tracker' statistics and so it is important that performance lifts by the year end.



Year to date (2022/23)

Quality Organisation

Highlights

- The **Commercial & Investment Strategy** is operational and has enabled an additional income stream to the Council.
- A new **Corporate Transformation Programme** will focus on modernising the way the Council delivers all aspects of services to its customers. New and improved technology will increase customer choice whilst building resilience, increasing efficiency and driving down costs.

Current projects include:

- **Planning Service** – Process mapping and business process redesign, maximising the use of technology and efficient working practices
- **Cemeteries** – business process mapping/ process redesign, maximising the use of technology, building resilience
- **Markets and Events** – Launching Digital Journey's enabling customers to book and pay for the service via one single electronic process
- **Economic Growth** – Providing support to business at the first point of contact, releasing specialist Officer time to work more proactively with businesses with high growth potential
- **Private Sector Housing** – Business process redesign releasing specialist officer capacity
- **Tree Management Software**
- **Estates Software**
- **Housing Options**

Year to date (2022/23)

Quality Organisation

Performance

Key PIs:

Key PI	Description	Target 21/22	Cumulative Target	Cumulative Performance	Variance (RAG)
PRC1	% of customer queries resolved at first point of contact	Rolling monthly target of 85% per month	85%	98.9%	
PRC2	% of customers satisfied with our service (March 2021)	90%			
PRC3	% of contact centre calls answered within 20 seconds	Rolling monthly target rising to 46.5% by March 2023	25%	50.5%	
PRC4	% of contact centre calls handled	Rolling monthly target rising to 80% by March 2023	52.5%	88.45%	
ARP1	Days taken to process Council Tax Support new claims and changes	7.00 days		6.72 days	
ARP 2	Days taken to process Housing Benefit new claims and changes	8.00 days		7.83 days	
ARP3	In year % of Council Tax collected	95.72%	38.31%	38.85%	
ARP4	Council Tax net collection fund receipts	£64,734,624	£24,820,786	£25,229,767	
ARP5	% of NNDR collected	96.70%	37.13%	36.93%	
ARP6	NNDR net collection fund receipts	£24,017,406	£9,187,237	£9,160,017	
PRC5	Number of online forms submitted via FDC website	22,000		8,319	

Key:

	Within 5% of target
	5-10% below target
	10% or more below target



Comments



Year to date (2022/23)

Live Grant Funded Projects

PROJECT	STATUS OF THE PROJECT	GRANT FUNDING RECEIVED	PROVIDER OF GRANT FUNDING	MATCH FUNDING	PROVIDER OF MATCH FUNDING
Creativity and Cultural Strategy	<p>Creativity and Culture Strategy developed.</p> <p>Appointment of joint funded Creativity and Culture officer role completed</p>	<p>£15,000</p> <p>£35,000</p>	Arts Council, England	£20,000	FDC
Fenland Cycling, Walking & Mobility Improvement Strategy	<p>Strategy development stage to include schemes to be delivered. The strategy is to be used to bid for funds for scheme delivery. At present this is mostly FDC funded - £21,335</p>	£7,500	Hereward Community Rail Partnership		
Fenland Rail Development Strategy	<p>Strategy approved by FDC Cabinet April 2012.</p> <p>The Strategy runs 2011 – 2031 in line with the existing Local Plan. There are a number of components to this strategy. See below for funded capital projects.</p>	The Hereward Community Rail Partnership receives approx. £50,000 per annum core funding. There are also opportunities to bid for project funding. This is expected to be ongoing.	CrossCountry, East Midlands Railway, Greater Anglia, LNER.	FDC provide in-kind support with some staff time.	
Fenland Station Regeneration (March, Manea, Whittlesea)	<p>Various projects for each station. March scheme – complete Manea scheme – almost complete Whittlesea scheme – work continues for find a way forward. Overall expected full cost approx. £20million</p>	Up to £9.5 million originally approved. Approx 3.5million drawn down and currently in progress.	CPCA	Approx to date £250,000	S106 funding. Various applications for <u>Manea</u> , <u>March</u> and Whittlesea.

Year to date (2022/23)

Live Grant Funded Projects

PROJECT	STATUS OF THE PROJECT	GRANT FUNDING RECEIVED	PROVIDER OF GRANT FUNDING	MATCH FUNDING	PROVIDER OF MATCH FUNDING
March Area Transport Study (MATS)	<p>This is a CPCA funded project being delivered by CCC.</p> <p>Total funding allocated £6.4million.</p> <p>£2.6million spend was to complete feasibility and preliminary design on all schemes and to complete the Outline Business Case work. It also included delivery of a quick win schemes programme and work to develop some walking and cycling schemes.</p> <p>In late 2021, £1.5million was approved for the detailed design stage and full business case (FBC) for all schemes. This phase is expected to complete by the end of 2022.</p>	£4.1million	CPCA		
March Future High Street Fund	<p>Member Steering Group established and helping to deliver the project along with FDC officers.</p> <p>Scheme continues to evolve, with confidential reports being discussed at Cabinet on 05.09.22.</p> <p>Vacant units scheme now live.</p>	£6.447m	MHCLG (Future High Streets Fund)	£900,000 Growing Fenland March £1,100,000 from the CPCA = £2m total	CPCA

Year to date (2022/23)

Live Grant Funded Projects

PROJECT	STATUS OF THE PROJECT	GRANT FUNDING RECEIVED	PROVIDER OF GRANT FUNDING	MATCH FUNDING	PROVIDER OF MATCH FUNDING
South Fens Enterprise Park, Chatteris	Pick Everard project managing. Report due to be presented to FDC Cabinet on 24.10.22	£2m	CPCA		
Wisbech Access Strategy (WAS)	<p>This is a CPCA funded project being delivered by CCC.</p> <p>Original Local Growth Fund (LGF) Bid allocated £10.5million in 2018 for 5 schemes. In July 2020 the 5 schemes were reduced to 3 and the funding allocation from LGF reduced to £6Million. CPCA approved the £4.5million gap.</p> <p>In July 2021 CPCA Board approved a reduced scope of the scheme to complete the 3 projects to detailed design and procure all land needed. It is now expected that alternative funding will be sourced for scheme delivery.</p> <p>It is expected that approximately £9.5million will be needed to complete the 3 schemes</p>	<p>£3.97million See status column comments</p> <p>£2.09million spend to date leaving £1.88 million approved. The 1.88million element of the programme is nearing completion in September 2022.</p>	LGF		

Year to date (2022/23)

Live Grant Funded Projects

PROJECT	STATUS OF THE PROJECT	GRANT FUNDING RECEIVED	PROVIDER OF GRANT FUNDING	MATCH FUNDING	PROVIDER OF MATCH FUNDING
Wisbech High Street Project	<p>This is a National Lottery Heritage Funded (NHLF) project, funded from their Townscape Heritage programme with additional partner funding from CCC, FDC, Wisbech Town Council and Wisbech Society.</p> <p>The project continues to address the three high priority sites, including two derelict sites currently under the ownership of FDC.</p> <p>The project continues to work with other private owners who have schemes agreed or who still wish to apply for funding.</p>	£1.9million including partnership contributions. Overall project value greater with property owner contributions	NLHF	n/a Property owner contributions increase project value	Private investment
Wisbech Masterplan and Levelling Up Fund bid	<p>A masterplan has been produced for Wisbech town centre which sets out <u>a number of aspirational regeneration projects</u> for future consideration when funding becomes available.</p> <p>A Levelling Up Fund bid has been submitted to Government requesting funding for <u>a number of improvements</u> in Wisbech town centre. Feedback is expected imminently.</p>				

Year to date (2022/23)

Other Corporate/District Wide Projects

- Members received briefings on the **Fenland Place Shaping** work carried out by thinkingplace during 2021. This has now evolved into the North Cambridgeshire Place Development Board which will be launched towards the end of 2022. Funding for the place shaping work was received from Steve Barclay MP (stage 1) and Anglian Water (stage 2).
- Bids have been submitted to the CPCA for **Shared Prosperity Funding** which could see circa £1.3m underpinning the delivery of a range of projects in Fenland including:
 - Amplifying the Community Arts & Culture Offer
 - Addressing ASB and crime perception in Wisbech
 - Investment in local businesses, including support for the North Cambridgeshire Place Development Board
- The **Accommodation Review** has moved on to stage 2 when 2 x Strategic Outline Business Cases will be developed to assess office accommodation options going forward. This will also link to the next stage of the Transformation work (T2) which aims to increase customer choice whilst building resilience, increasing efficiency and driving down costs.